

The World Bank

INTERNATIONAL BANK FOR RECONSTRUCTION AND DEVELOPMENT
INTERNATIONAL DEVELOPMENT ASSOCIATION

1818 H Street N.W.
Washington, D.C. 20433
U.S.A.

(202) 473-1000
Cable Address: INTBAFRAD
Cable Address: INDEVAS

December 2, 2008

Kelly A. Ayotte
Office of the Attorney General
Department of Justice, Consumer Protection Bureau
33 Capitol Street
Concord, NH 03301

Dear Ms. Ayotte:

We are writing to inform you of a data security breach involving individual's personal information pursuant to the requirements of N.H. Rev. Stat. Ann. §359-C:20(I)(b). Although the World Bank (Bank) is not subject to national law requirements, in the spirit of cooperation with the US authorities, we are voluntarily providing the following information as prescribed by the State of New Hampshire.

On November 21, 2008, a file containing information was mistakenly posted on a public site and accessed through a single download of the information. The information has been removed from the site and the details of the mistake are under review. Since the incident was discovered, the Bank has strengthened its process for placing files on external sites. The Bank has also initiated a comprehensive external review of its IT systems and business processes.

The file accessed was a payment record containing names and account numbers of Bank employees and individual contractors, including some residing in New Hampshire. The file did not contain any other personal information such as bank financial transactions, access codes or passwords, social security numbers, personal identification numbers, or credit card numbers.

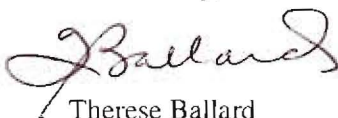
The Bank has no evidence to suggest the information in the file has been misused or is likely to be misused. We have nevertheless put in place free credit monitoring and identity theft insurance to help those individuals affected by this incident to protect their bank accounts.

We are notifying you of the following concerning the timing, distribution, and content of the notice we are sending to affected individuals:

- We are preparing a notification letter for individuals whose information may have been involved in the incident (a copy of the notification is attached).
- We will send the notification letter to individuals whose information may have been involved in the incident – we estimate that three (3) individuals in New Hampshire will receive notification. We expect that notification letters will be mailed commencing December 3, 2008.

We are available to answer any questions you may have regarding this incident and our notification of the affected individuals.

Sincerely,



Therese Ballard
Acting Director
General Services Department

The World Bank

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Dear Sir/Madam:

As part of stepped up monitoring and surveillance of IT systems across the World Bank Group (Bank), on November 21 the Bank discovered that a file containing sensitive information had been mistakenly posted on a public site. This incident was the result of unintentional human error by Bank staff. The information was promptly removed from the site.

The file accessed was a payment record file. We are notifying you because at some point you received a payment outside of the Bank's payroll system and for this reason your name was in the payment record file. The file contained your name and address, the name of your bank and your bank account number. **The file did not contain any other personal information such as bank financial transactions, access codes or passwords, social security numbers, personal identification numbers, or credit card numbers.**

Outside experts believe there is a low risk that unauthorized financial transactions could take place based on the inadvertent posting. Further, we have established that the majority of staff accounts are with the Bank-Fund Staff Federal Credit Union whose management has confirmed that the information contained in the download is insufficient to allow unauthorized transactions. The Credit Union has already implemented extra precautions to monitor activity on the accounts of affected staff.

The Bank Group takes the security of your payment information very seriously and we deeply regret that this incident occurred. Although we have no evidence to suggest the information in the files has been misused, or is likely to be misused, we have put in place a contract with ConsumerInfo.com, Inc., an Experian[®] company, to provide tools and resources to help you protect and monitor your personal credit information. Specifically, we are providing you with a complimentary two-year membership in Experian's Triple AdvantageSM Premium credit monitoring product.

This complimentary two-year membership includes:

- Daily monitoring of your credit report (US financial institutions only)
- Email alerts if key changes are detected on your credit report so you can act quickly
- Assistance with the recovery process if you do become a victim of fraud or identity theft

Your activation code is:

Triple Advantage Premium website: <http://partner.consumerinfo.com/wbg>

For telephone enrollment:

USA – **1-866-252-0121**

Non-USA – **1-479-573-7373**

You have until Friday, March 6, 2009, to activate your membership which will then continue for 24 full months. We encourage you to activate your membership as soon as possible.

Again, please accept our sincerest apologies. We are committed to fully protecting all of the information that is entrusted to us. Should you have any questions, please send an email to tballard@worldbank.org.

Sincerely,

Robert V. Pulley
Director
General Services Department

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